

State of Utah, Department of Workforce Services
Wasatch North Regional Council Meeting Minutes
Ogden Employment Center, 480 27th Street
Wednesday, August 2nd, 2006
7:30 A.M. to 9:00 A.M.

Attendees:

Kathleen Alder
Diane Baird for Tommy Smith
Janeece Black for Brent Petersen
Pamela Clark
Commissioner Craig Dearden
Melissa Freigang
Randy Hopkins
Gary Knapp (Chair)
Colleen Gudreau
Steven Hoellein
Commissioner Carol Page
Cecil Robinson
Julie Snowball
Lynette Stevens
Karen Thurber
Toni Ure (Vice Chair)
Charlee Wallace

Alder & Associates
State of Utah, Division of Rehabilitation
Davis Applied Technology College
Family Support Center of Ogden
Weber County Commission
Clearfield Job Corps Center
Department of Workforce Services
Enable Industries
Hill Air Force Base
Felt Auto Parts
Davis County Commission
State of Utah, Juvenile Justice Services
Weber State University
Morgan County Council Member
Neighborhood Development Division
Chromalox
Manpower

Excused:

Sharon Anderson
Byron Beck
Jodi Lunt for Bryan Bowles
Paul Evans
Larry Facer
Bev Graham
Mike Hadley
John Petroff
Jim Taggart
Mike Valdez
Randy Welsh
Kathy Worley

Family Connection Center
Browning, Morgan County
Davis County School District
Harmony Home Health & Hospice
Plumbers Local 348
Department of Health
Wells Fargo
J.P.'s #1 American Car Care
Ogden Weber Applied Technology College
Valdez Machining
Utah Transit Authority
Ogden Clinic

Department of Workforce Services Staff:

Lesnie Foster
Debbie Herr
Gary Kennison
Kathleen Leiker
Greg Paras
Gaylene Pebley
Carrie Peterson
Debbie Nordfelt
Koral Vasquez
Susan Wright

Employment Counseling Program Specialist
Regional Program Manager
Business Services Program Specialist
South Davis Employment Center Manager
Roy Employment Center Manager
Clearfield Employment Center Manager
Administrative Secretary
Business Consultant
Ogden Employment Center Manager
Regional Council Liaison

1. **Welcome**

Gary Knapp, Wasatch North Regional Council Chair, called the meeting to order and welcomed all Council members, and Department of Workforce Services (D.W.S.) staff to the meeting.

2. **Consent Calendar Action Items**

Gary Knapp called for a motion to approve the minutes from the March 8th and May 3rd, 2006 meetings.

Action Item: Commissioner Carol Page made the motion, Commission Craig Deaden seconded, and the March 8th and May 3rd meetings minutes were approved.

3. **Task Force Reports**

A. Community Building and Families

Pam Clark reported that the Community Building and Families Task Force met at the planning session in May. The group established a goal of using the on-line application to determine eligibility for D.W.S. customers. The possibility of using the "Access Florida" model will be explored. The model would direct D.W.S. customers to community partner sites, where they would receive assistance with completing their applications for the following programs:

- Food Stamps
- Financial Assistance
- Medicaid
- Child Care

The Task Force will be recruiting additional members to help them with pursuing the identified goals. Pam recommended putting a committee together to identify the customer's greatest needs from community partners, and then cultivating relationships with the identified community partners to start the pilot program. Pam noted that the pilot program could be started with relatively few financial resources. She expects that the pilot can be started soon after determining the needs of customers.

Action Item: Pam asked the Council members to contact her if they are interested in serving on the Community Building and Families Task Force.

Kathleen Leiker, South Davis Employment Center Manager, and Koral Vasquez, Ogden Employment Center Manager, will be assigned to the Community Building and Families Task Force.

Karen Thurber reported that she had the opportunity to view the Access Florida program, which is managed by the Florida Department of Children and Families. The Department has established remote "hands-on" sites for eligibility customers with their community partners. Many sites are churches, community resource agencies, and food banks. The State of Florida provides the computer hardware for the community agencies who help their customers with completing their application for the programs. The Department is using surplus property to help the agencies that are assisting customers. The Department has offered a \$1,000 sign-on bonus to the agencies assisting the customers.

Karen explained that she was made aware of some of the efforts that were not successful in the Access Florida program. The State is now learning how to track customers and the services they are accessing. One problem that was encountered was that there were too many agencies in some areas and too few in other areas. Two "state-of-the-art" agencies are helping Florida's Departments that are federally funded. The lesson learned, is that the agencies that will have a heavy case loads will need to be financially supported.

Randy noted that when he went to Florida he was skeptical but he was convinced that the system is working.

Randy asked if Karen was aware of the number of agencies that are currently providing services.

Karen reported that Florida is trying to scale down the number of agencies to provide quality services rather than quantity services.

Pam noted that the Family Support Center is interested in offering customers access to as many community resources as possible. Which is the reason why they would support the Department with the pilot program.

Karen recommended that D.W.S. consider partnering with the L.D.S. Churches, St. Joseph's Catholic Church, and Washington Heights Baptist Church.

Pam explained that when families are successful in obtaining employment, it benefits the entire family. When families are in crisis, there are usually many other factors that need to be addressed to help them become successful.

Karen commented that the State of Florida is advising other states to not "start huge", as that contributed to some of the problems they have experienced.

Randy explained that the State of Florida has reduced the number of state workers by 30% for the program, and the long-term goal is to reduce staff by 50%. The program is being marketed that customers can go to any community access point to apply for the supportive services.

Randy noted that when Jeb Bush became Governor of the State of Florida he was looking at privatization as the State was being overwhelmed by the number of customers accessing services due to the Hurricanes, as a result the Florida Access program was implemented.

Cecil Robinson asked if the community partners determine the eligibility of the customers.

Randy responded that the Department determines the customer's eligibility at the service center. The community partners only help the customers complete their applications. This provides the customer's information and eligibility is determined on-line by the Department.

Kathleen Alder volunteered to serve on the Community Building and Families Task Force as it ties directly to the Facilities Task Force and how they are looking at ways to provide availability of services and not be charged for the cost of additional facilities.

Kathleen shared an article on the Federal Welfare Reform Act with the Council. She explained that there are some people who are not receiving the cash payments any more and yet they are not employable. This is contributing to the problem of the "working poor".

Kathleen then quoted the paragraph that stated, "It's time for the post-welfare reform welfare office to stop focusing only on putting parents to work and to begin providing parents with the supports they need to succeed at both parenting and work."

She commented that because some people have so many barriers that keep them performing on their jobs they are not successful in obtaining gainful employment.

Kathleen recommended the Council strive to be a model in the state by incorporating the parenting classes for customers to help them be successful at maintaining employment.

Karen has become the loan officer for the Ogden City. She noted that she has seen an increase in the situations of the senior citizens having their children back in their homes, are they have completed their three years of assistance. The seniors are put in jeopardy situations, as they cannot afford to support those children.

B. Training Employers and Marketing Task Force

Toni Ure, Co-Chair of the Training Employers and Marketing Task Force, provided an overview of June 21st Task Force meeting.

Janece Black attended the meeting for Brent Petersen from the Davis Applied Technology College. She provided an informational overview of the Ready-to-Work curriculum requirements that have been outlined with the goal of capturing the skills training that employers value. The assessments will be completed at the Applied Technology Colleges. The Task Force will be developing a marketing campaign to advertise the program.

The first 30 hours of the course focuses on how to market job seeker skills. The next 40 hours teaches soft skills. The Task Force has reviewed the curriculum and discussed employers being able utilize the soft skills training for their employees. Employers will be using the program to help their employees maintain their employment. The curriculum will offer a full spectrum of training, which meets the recommendations of the task force.

The employers are looking for certification for those who complete the training. The task force is looking at obtaining one type of certification from the State Office of Education.

Steve Hoellein commented that in the past the soft skills programs have not improved the employees. Steve noted that as an employer, he would like the certification as proof that the customers have completed the Ready-to-Work program successfully.

Toni noted that if the program works well, employers could market it for D.W.S. Employers may help their employees complete the training, as it will only take the employee one month to become certified. The Task Force may explore the possibility of D.W.S. paying for the first 40 hours of training and employers paying for remaining 40 hours. Toni reported that the Task Force will explore additional ideas at the next meeting.

The next Training and Marketing Task Force meeting is scheduled August 29th, from 9:00 a.m. until noon at the D.A.T.C. Boardroom.

4. Regional Youth Council Report

Cecil Robinson, Youth Council Chair, reviewed the developed goals:

1. Develop partnerships with educational, and service agencies to educate the general public about resources and career training education (C.T.E.) opportunities available in the workforce today. (Only 25% of the jobs in Utah require a college education).
2. Partnership with secondary curriculum developers for employable skills. Explore the possibility of Technology Life Careers (TLC) classes offered in the 7th grade.
- The Council will be coming up with an action plan as to how they will address the goals.
- Futures Through Training (F.T.T.) has been awarded as the W.I.A. youth services contract for the North Region.
- F.T.T. has reduced the number of their counseling staff, which will not allow them to serve 435 youth. As a lower number of youth will be served. The Council currently does not have the ability to refer the customers to the services.
- The Task Force is exploring developing a waiver for parents and students to help refer them to community services they would qualify when their eligibility is determined.

- Council members were referred to the meeting packets for additional information concerning the federal outcomes that have changed.
- Cecil reported that literacy testing would be offered at the Applied Technology Colleges. The Council will be working to ensure that youth are not lost if they cannot get to the A.T.C.s. Alternative locations will be made available (F.T.T.).
- For the Youth Leadership Project, the youth went out into the community and gathered toys for twenty-five families. Cecil reported that there were many youth involved and it was a very positive experience for the youth.
- Cecil reported that the F.T.T. would be implementing the “common measures”, which were implemented in the new fiscal year by the Department.
- The State Youth Council has been challenged to obtain youth to serve on the Council. They will also be finding a representative from the Chamber of Commerce to represent the business community.

Action Item: Gary Knapp called for a motion to approve the task force and council reports. Kathleen Alder made the motion. Steve Hoellein seconded, and the council unanimously approved all task force and council reports.

5. **State Council Report**

Gary Knapp provided a report on the items addressed at the State Council meeting.

- The Central Region Council is active in working with the automotive industry and providing round table meetings.
- D.W.S. has Labor Market information available for sub-committees as they are working on goals. Council members were informed that they could ask for data when they need it. The D.W.S. economists project future job openings.
- Steve Hoellein reported that the automotive industry is a good example of available job openings. D.W.S. could market to increase parental involvement to help them understand how much the industry has changed. The labor market information may be based on the improper numbers, because the numbers have not been feed to the D.W.S. Workforce Information Department. Steve reported that the nationwide grade point average is 2.5 required for the automotive scholarships. Steve reported that the scholarship program has helped the employers find employees who can specialize in the automotive education. Steve noted that he hasn't been able to give the scholarships out, as some of the parents and students are not aware that they could qualify for the scholarship as they think they need to be “sterling scholars”.
- Randy offered to take this issue back to the Department for review.
- Gary commented that the four-year degree is not always the best training available for youth to be successful in employment.
- Randy noted that a person's ability to maintain employment in the future would be based on their ability to change and learn new skills as they have the opportunity.

6. **Regional Director's Update**

Randy Hopkins acknowledged and thanked all Wasatch North Regional Council members for their support of the task forces and the full Council. They were thanked for all of their time they give to support the Council.

Council members were informed of the following items of interest:

- The Department of Workforce Services is 80% federally funded. Randy noted that he is pleased about the Department's opportunity to work with their community partners.
- The Department has asked the Federal Government for a waiver on the face-to-face eligibility interviews. The waiver has been approved for fifty percent of the applications. Salt Lake will have the face-to-face exemption that will begin in October. For the North Region, Clearfield will be the

center to receive the face-to-face waiver. Customers who are given the waiver will be referred to the eligibility call center in Ogden.

- Randy noted that the call center for Unemployment Services has been successful for the State of Utah as there has not been an increase in fraud, or a reduction in services. The call center services will be a great convenience for customers.
- D.W.S. will continue to look for efficiencies in order to continue to provide services with less funding. Tani Downing, Executive Director, will be committed to preserving rural jobs and reducing staff through attrition without layoffs. A departmental decision was made to manage staff in the rural regions through Central Region. Staff who take cases for rural customers will report to a supervisor in Salt Lake City as they will be telecommuting.
- Randy attended a Tri-Regional Food Stamp Conference. The State of Utah has been imaging cases for years and other states have not yet begun this process and were impressed with it.
- The Department will need to maintain the mindset that we are serving real people, while maintaining timeliness and accuracy goals.
- The State will need to meet the 50% participation rates for TANF customers. One of the approved activities would be customers working at employer worksites. The customers are provided with an opportunity to learn soft skills and the work skills. The worksites serve as an internship to teach them how to be successful with their employment. Approved activities that will count towards participation include training / school, working, six-weeks of job search.
- Randy asked the council members who were employers to consider the possibility of establishing worksites for the D.W.S. customers in their offices.
- Randy would like to look at outcomes to determine if the Department is keeping customers employed.
- Pam Clark would like to see the Department incorporate training for customers to get them out of their crisis situations.
- Carol Page talked about the worksites and the need of providing the customers with adequate transportation to participate in the worksites.

7. **Employer Seminars / Job Fairs**

Gary Kennison, D.W.S. Business Consultant, reported that employer seminars are offered as workshops to assist employers. Event flyers and speaker information will be available on the website. Notice of the events will be posted a month in advance. Gary noted that if Council members are interested in being e-mailed the notice of the Employer Seminars they can subscribe to the website. Gary added that the events are listed statewide and that Council members may attend the events at the location of their choice.

Job Fairs information will also be posted to the website. If the council members are interested in participating in the event, they may contact Gary Kennison.

The Employer Newsletter has been changed to focus of "here is what is coming up". Employers will be sent the newsletter on a quarterly basis.

Job Fairs will be targeting specific demographics. In June, the Department provided a job fair for Veteran's at the Davis Applied Technology College (D.A.T.C.). Gary reported that it went very well with 72 employers in attendance. All of the employers were employers who were actively recruiting. Over 2,000 job seekers attended.

D.W.S. also partnered with L.D.S. employment services for this event. The Job Fair will be offered next year if employers are interested in participating.

D.W.S. will be partnering with the Department of Corrections to conduct a "second-chance" job fair August 3rd at the Ogden Weber A.T.C. The job seekers are transferring out of the State's Corrections

system. The employers who will be recruiting are aware of the barriers that these job seekers have. Agencies that will be helping customers to be successful with their employment will be on-site.

A Job Fair is being planned in September for the Bear River area. This is a Job Fair that is conducted each year to help employers prepare for the holiday season.

Employer seminars are breakfast meetings with workshops offered the third Wednesday of each month. The location rotates between the Davis Applied Technology College and Ogden-Weber Applied Technology College.

8. **Other Business**

Gary Knapp asked if the Council had any other business to address.

Cecil asked if the Department has seen anything on the Governor's initiative of the 1,000 jobs for youth.

Debra Nordfelt, D.W.S. Business Consultant, reported that the initiative may be moved to March of next year as Lagoon fills 300 jobs each year.

9. **Public Comment**

No general public representatives or non-members of the Regional Council attended the meeting.

10. **Adjourn**

The meeting was adjourned at 9:15 a.m.